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notes
10 Aug 70

Problem Solving Seminar #5 Recommendations
Procedural Steps/Action Assignments

Recommendation A: Organizational Considerations

1. Senior Training Officer

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Item

Action

Appoint full time Senior Training Officer (STO).

DDS

✓ Draft paper for DDS announcing appointment of
STO and delineating his role and functions.

Group #5

✓ Meet with DDS and/or Group #5 for dialogue on
Report.

STO

✓ Meet with DTR.

✓ Begin meetings with component Training Officers
(CTO's). Take up matter of Senior Service School
nomination procedures at these meetings.

✓ Take action on STO attendance at Training Selection
Board meetings.

DTR

✓ After STO appointment prepare memo from DDS to
DTR requesting above action.

Group #5

2. Component Training Officers

Item

Action

CTO placement in Office organization: To be covered
in DDS memo announcing appointment of STO.

Group #5

Emphasize in Staff Meeting with Office Heads.

DDS

Closer relationship between CTO's and Career Service
Board.

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Include in memo from DDS.

Discuss membership in CSB's in meeting with Office Heads --and/or --	DDS
Include in DDS memo announcing appointment of STO.	Group #5
CTO survey of Office needs.	CTO/Office Head CTO/STO CTO/STO/DTR as necessary
CTO attendance at Conferences, professional memberships.	STO/Office Head (OTR assist)

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3. Creative Resource Mechanism

<u>Item</u>	<u>Action</u>
Appoint a DDS Officer.	DDS/DTR
Prepare memo from DDS to appointee delineating his role and charter.	Group #5

Recommendation B: Training Designs

<u>Item</u>	<u>Action</u>
Liberal use of training modules.	Group #5
Greater use of OTR as central repository of educational/training materials.	(To monitor developments and implementation of Rec. B thru liaison with STO and Resource Man)
Increased use of audio-visual aids; CCTV, video tape.	
Flexibility between CTO's and OTR staffers.	

Recommendation C: Course Recommendations

1. Young Professional Course
2. Non-Professional Course

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<u>Item</u>	<u>Action</u>
Memo from DDS to DTR: Can OTR handle, comments on content, gaming, stress experimental flavor of first runnings.	Group #5
Following DTR reply to above, broad discussion meeting on both courses.	DTR/STO/CTO's/ Group #5
Discuss courses with Office Heads, gather general reactions, compile statistics on Office eligibles.	CTO
Meeting to establish parameters of clientele, course objectives, time frames, frequency.	DTR/STO/CTO's/ Group #5
Meet to discuss simulation technique and consultant role.	DTR/C-SUS/ Group #5
Publish course announcements and schedules.	OTR
Work out detailed course schedule: Send package to DDS for approval.	SUS/Group #5
Approve new courses.	DDS

3. Beginning Typing and Shorthand Training

<u>Item</u>	<u>Action</u>
Survey the need and interest. (Offer PSS/OMS services on this).	STO/CTO/OTR
Course development.	OTR/OP

4. Management Planning Courses

Item

Discontinue Senior Course.

NOTE: SM(P) scheduled for October 1970.

*OTR to consider
before the necessary
papers. FD*

Action

DDS

(Perhaps raise at Deputies Meeting if considered necessary. If there is historical basis for Senior Course of special sensitivities involved, might approach a merged course on trail)

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Recommendation D: Training Policy Considerations

1. External Training

2. Sabbaticals

Item

Action

Determine each Office criteria (specifically, credits held) for external training. STO advise DDS.

STO/CTO

Establish Directorate Policy re above.

DDS

Prepare Administrative Instruction, Supplemental [] incorporating Section D recommendations.

STO

Assume follow-up responsibility for Section D recommendations.

CTO

3. Enrollment Eligibility

Item

Action

To follow-up with DTR.

Group #5

- STO draft necessary policy data



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PHASE II

- SEMINAR REFRESHER ON TELEPHONE MANNERS AND UNIFORM METHODS AND STANDARDS IN OFFICE PROCEDURES AND CORRESPONDENCE (BY A PANEL OF SENIOR SECRETARIES FROM DDS);
- BREAKOUT INTO OFFICE GROUPS FOR FURTHER DETAILED DISCUSSION WITH SENIOR SECRETARIES;

D. TIME - THREE DAYS.

E. COURSE DEVELOPMENT - PLANNING, EXECUTION AND REVIEW SHOULD BE A JOINT EFFORT OF THE STO, CTO'S AND OTR.

3. BEGINNING TYPING AND SHORTHAND TRAINING

- A. NEED - ADVANCEMENT BY MANY OF OUR CLERICAL PERSONNEL IS PRECLUDED BY LACK OF ESSENTIAL SKILLS IN TYPING AND/OR SHORTHAND. TO THE EXTENT THAT THESE SKILLS CAN BE DEVELOPED THE AGENCY'S INTERESTS ARE LIKEWISE SERVED.
- B. PROPOSAL - IF AN OTR SURVEY INDICATES SUFFICIENT AGENCY NEED AND EMPLOYEE INTEREST, A POLICY SHOULD BE ESTABLISHED TO PERMIT THE FOLLOWING:
 - TEACH BEGINNING TYPING AND SHORTHAND TO CLERICAL EMPLOYEES WITH GOOD PERFORMANCE RECORDS (NO MINIMAL SKILLS REQUIRED);
 - OFFICE AUTHORIZATION OF EXTERNAL TRAINING.

4. MANAGEMENT PLANNING COURSES - AM(P) AND SM(P)

RECOMMEND DISCONTINUANCE OF THE SM(P) COURSE, AND THAT ONE COURSE IN AM(P) BE GIVEN FOR GS-12 AND ABOVE. THIS MOVE WILL INCREASE THE OPPORTUNITIES FOR GROUP INTERACTION OF OFFICERS AT DIFFERENT GRADE LEVELS.

NOTE: CONTENT OF PRESENT COURSES ARE IDENTICAL. WE SEE NO NEED FOR

EXPENSE INVOLVED IN THE CONSULTANT'S PRESENTATION AT THIS
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senior course.